

## NPS Information Technology Policy/Standard

**Category:** 1100 – Hardware Support

**IT Policy/  
Standard:** 1101 – Standard PC Computer Hardware Support

**Approval:** Code 05 and the Computer Resources Steering Committee (CRSC)

**Timeline:** Revision date: 1 March 2001  
Effective date: 1 March 2001  
Migration due date:

**Definitions:** “Standard PC hardware” is defined as that hardware approved by the CRSC as hardware that will be fully supported by the IT computer support staff (code 05).

“Fully supported” refers to providing everything necessary to install, configure, maintain, and provide disaster recovery with respect to the computer environment provided to an end-user. Full support does not provide for the initial or refresh purchase of the end-user’s hardware.

**Policy:**

1. The IT Division maintains a list of computer equipment that has been approved for full support.
2. The IT Division maintains a purchase contract with a major PC vendor that can be used by anyone at NPS to purchase an approved PC.
3. Other PC hardware (not on the code 05 listings) may be supportable.... but will require purchase approval, by code 05, if future support from the IT staff is expected.
4. If the end-user does not expect future support from the code 05 computer staff, then the end-user can purchase non-standard hardware.
5. The IT support staff will be responsible for full support, to a given end-user’s computer, if the end-user complies with the provisions and guidelines of this policy. Specifically, if the end-user uses an approved PC, then the PC will receive full support.

**Guidelines:** When a new PC is required, consult the code 05 list of standard PCs and select one from the list if it will meet your requirements. If the end-user requirements can not be met from the standard PC list, then consult with code 05 in order to specify a PC that will 1) meet all requirements and 2) will be supported by the IT support staff.  
If the PC acquired is non-standard, i.e., not supported by code 05, then the end-user will be responsible to make other support arrangements for all future support (with a commercial support vendor or from the manufacturer).

**Transition:** To be considered each time a new PC is purchased.

**Technical**

**Considerations:** As new required features and capabilities are identified and approved for the standard PC computer, code 05 will re-negotiate with the PC contractor for inclusion of the new features and capabilities.

**Rationale:** Non-standard computers and configurations require considerably more support than standard computers and configurations. This is true because every unique piece of hardware has an associated support cost related to training, installation, configuration,

## IT Policy - 1101

maintenance and repair. Therefore, support will be limited to the standard PC hardware, as determined by the CRSC.

### **Migration to**

**Standard:** Each time a new PC is required.

### **Expectations/**

### **Responsibilities:**

1. An end-user can expect full PC hardware support from the IT staff, if the PC is a standard PC.
2. An end-user can expect little or no PC hardware support, if the PC is non-standard.
3. The end-user is requested to consider a standard PC before purchasing any PC. If assistance is required to help determine PC performance requirements, code 05 will help analyze the need and offer a recommendation.